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ABSTRACT

A random sample of Miami University undergraduate and graduate students were surveyed to determine their opinions about health care at the university. Most of the questions dealt with the university's student health service and satisfaction with the quality of medical treatment at the facility, perception of the staff's performance and interest in patients, familiarity with the services offered, and interest in new programs and expanded operating hours. A solid majority of students expressed satisfaction with the overall quality of health care they received at the student health service, as well as with the facility's hours of operation. Most of the users felt that they had been regularly treated courteously and professionally by the doctors, nurses, and technicians at the student health service. The reception staff, however, received a lower rating. (Author/SW)

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STUDENT LIFE RESEARCH SERVICE

Survey Report

Student Opinions About Health Services at Miami

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Office of the Dean of Student Life
Office of Residence Learning
Miami University

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INTRODUCTION

There is a growing realization in the health field that a proper evaluation of medical care in any setting requires some measure of patient or user satisfaction. It was this understanding that prompted the Student Health Services Committee and the Assistant Dean of Administrative Services to ask the Student Life Research Service to design and administer a questionnaire which would determine the opinions of Miami students about health care at the University. This report contains the results of this survey.

Much of the study deals with the Student Health Service--satisfaction with the quality of medical treatment at the facility, perception of the staff's performance and interest in patients, familiarity with the services offered, and interest in new programs and expanded operating hours. Respondents were also asked about aspects of the emergency room in the McCullough-Hyde Memorial Hospital and the Student Health Service Handbook. In constructing the questionnaire used in this study, ideas were drawn from a preliminary instrument developed by members of the Student Health Services Committee, from numerous articles about student views of health services in the Journal of the American College Health Association, and from a 1974 research report done at the University of Washington, "Survey on Student Opinion on University Health Care Facilities." A summary of the major findings of the study, including an examination of the results on the basis of certain student characteristics and selected observations made in response to the open-ended question on the survey, precedes the presentation of the data. The only variations which were reported on the basis of the demographic information were those in which there was a statistically significant difference (at the .05 level using the chi square test) between the particular subgroup and the total results.

Procedure - A computer-generated random sample of 578 Miami students, representing 5 percent of the graduate and undergraduate population on the Oxford campus during the Spring Semester of 1979, was selected for this study. Respondents were individually administered the questionnaire by interviewers of the Student Life Research Service between January 17 and February 7. All participants were guaranteed that their answers to the survey questions would be anonymous. Six persons were dropped from the sample--four whose local addresses and telephone numbers could not be found, one who had previously withdrawn from Miami, and one who had moved to Cincinnati for student teaching. Of the remaining students, usable returns were obtained from 428 for a response rate of 75 percent. Computer processing for this study was performed by Mark Lang.

Characteristics of survey participants - To determine how representative the sample was of its population, a comparison was made between the two groups in terms of two characteristics: sex and class rank.

Comparison of Selected Sample Characteristics
of Students With Those of the Campus Population

Characteristic	Sample (N=428)	Population (N=14,824)
Sex		
Male	45%	49%
Female	55%	51%

Characteristic	Sample (N=428)	Population (N=14,824)
Class Rank		
Freshman	31%	28%
Sophomore	23%	24%
Junior	22%	23%
Senior	19%	17%
Graduate Student	4%	9%

There were fewer graduate students and slightly more freshmen and seniors in the sample than exists in the population. A somewhat greater percentage of women also participated in the survey than would have been expected from their proportion of the student body.

SUMMARY OF MAJOR SURVEY FINDINGS

1. A solid majority of Miami students (61%) indicated satisfaction with the quality of medical treatment and health care they received at the Student Health Service, while only 22 percent expressed dissatisfaction. Respondents who have used the Student Health Service only once since they have been at Miami differed from those who have used it more than once in that a smaller percentage of the former group of students (44%) indicated that they were pleased with the care they obtained at Wade MacMillan; 36 percent of the students who visited the Student Health Service just once stated tnat they were neither satisfied nor dissatisfied and 19 percent were dissatisfied. Women and men differed very little in their evaluation of medical attention at the Student Health Service.

   With regard to specific aspects of health care at Miami, more than 80 percent of the students indicated that the services available at Wade MacMillan have met their health needs; 70 percent reported that they have been clearly informed of their medical condition; 65 percent have been fully advised of the precautions, directions and side effects of medication prescribed to them; 59 percent stated that they have received adequate follow-up care by the staff of the Student Health Service; and only a fourth of the respondents seemed to feel that they spend an unreasonably long period of time waiting to see a doctor. In addition, nearly half of the survey participants have found the Student Health Service to be no different from other medical facilities they have used in terms of the speed of receiving care, while more than a fourth of the students judged Wade MacMillan to be faster in comparison. On the other hand, only a bare majority of students (51%) agreed with the statements, "I have never had reason to question the competence of the health care I have received" and "The staff at the Student Health Service takes an individual interest in my case." Only one-third of the students who reported having visited the Student Health Service more than 10 times and less than 40 percent of the juniors and seniors in the sample indicated that they have never had reason to question the competence of the health care at Wade MacMillan. Almost 60 percent of the respondents maintained that they would rather see a private physician of their choice than one at the Student Health Service. Asked whether they ever wanted to file a complaint about health care at Miami, 21 percent of the students said "yes." However, only 1 percent of the respondents actually pursued the matter and did complain.

   A large majority of the users of the Student Health Service felt that they have been regularly treated courteously and professionally by most staff persons in that facility. Three-fourths of the respondents stated that doctors and nurses had usually or always treated them in this manner. Seventy percent of the survey participants felt this way about their experience with the pharmacy staff, and more than 60 percent about their interaction with the laboratory staff and technical/x-ray personnel. In contrast, only slightly more than half of the students thought that they have always or usually been treated well by the receptionists at the Student Health Service, and almost one-fourth of the respondents related that they have seldom or never been treated well by these employees. Nearly one-fifth of the students also felt that the laboratory staff infrequently or never handled them in a professional and courteous manner.

   In their written comments, many respondents praised the quality of the care they have received at the Student Health Service and the way in which they were

treated by the staff. Typical examples:

> I would like to say I was extremely happy with the service I received at the Student Health Clinic. My doctor was very courteous and very understanding when I talked to him. He explained exactly what my problem was and how he was going to treat it. Also, I was never left for a long period of time when I was being attended to. I received both an injection and an x-ray and the nurse did not "forget" about me and leave me alone.
>
> I was treated for mononucleosis in October by the Health Center. The doctors, nurses and lab technicians were extremely kind and helpful. I was told exactly what to expect from the disease as well as the exact nature of it. My experience was a refreshing one which convinced me that the Student Health Center must be judged by each individual patient and not the notions of others.
>
> I have been very pleased with the attention I have received so far. I have been there twice for illness and once for a sprain. All three times the care I received helped me to recover very quickly. I never had to wait too long for a doctor, and I was always treated extremely well.
>
> Although I have used the Student Health Service only once, I would definitely use it before a private doctor in almost all cases I can think of. I feel it is very adequate.

One student employe at Wade MacMillan, who conceded that she may be biased on this subject, insisted that the Student Health Service "does an excellent job in providing many necessary facilities for students, especially for the amount of funds they have to work with. I don't think many students know all that the health center has to offer, which is too bad. Also, I feel people are more aware of negative encounters with the Health Center than of positive ones."

Other students, however, offered less complimentary viewpoints. The most common complaints centered on the attitude of doctors toward patients with minor illnesses, the perceived excessive prescription of medications, and the tendency of doctors to make diagnoses too hurriedly.

> The major complaint that I have is that when I've gone there I feel like I'm being processed as quickly as possible, and I did not feel therefore that these diagnoses were comprehensive or totally adequate. That makes me doubt their competency.
>
> The one problem that I almost always have is with the doctors. They write up prescriptions for medications and do not bother to tell you anything about it. I've even had doctors that didn't even tell me what I had. I don't feel that a student should have to ask the doctor for these explanations. Especially when the medication interferes with one's school work.
>
> I think that the doctors over prescribe and treat minor afflictions such as colds and sore throats. Maybe this is just

an attempt to placate student patients who want pills. But the number of different pills...do not seem to serve any real remedial purpose in many cases.

My first experience with the Student Health Service came during the onset of the snow of '77-78. I went to the Health Service because of an extreme pain in my chest and a very bad cold. The doctor looked at me and said, "you'll live; don't worry about it." Fortunately, I had a friend who drove me to a hospital in Cincinnati when I told him the diagnosis. For the next week, I was out with pneumonia.

A residence hall assistant volunteered these observations: "...I have the chance to hear many complaints about the health center. The most frequent comment I have heard is that medications are prescribed without much explanation. Other complaints have related to the attitude of the doctors towards patients with minor health problems. This is understandable due to the amount of students needing care--but it affects their attitudes towards the Service."

Some respondents offered mixed reviews of the Student Health Service, reflecting experiences they had during separate visits.

I have been to the Health Center several times. Once, I was treated very impatiently and didn't feel comfortable at all. I had a problem, and they made me feel like a hypochondriac. The next time was just the opposite. I got a good amount of individual attention, and I was very comforted by their attitude. Dr. _____ explained everything to me very carefully and saw to it that I was properly looked after when I left his office. That visit gave me a very favorable impression of the Health Center.

My experiences with the Health Center have been for the most part quite favorable. The personnel seems capable, friendly and concerned. There have been a few times though, when I felt I was rushed through and "diagnosed" rather hastily and lightly.

2. Although most Miami students appear essentially pleased with the health care they have received from the University, two-thirds of them admitted that, aside from their personal experiences, most of the comments they have heard about the Student Health Service have been either somewhat negative or very negative. Hence, this seems to verify that the students who have been the most vocal about campus health services have been the minority who were displeased by some feature of it. This finding underscores the drawbacks inherent in making generalizations on the strength of isolated comments and complaints; such remarks may prove to be unrepresentative of the views of the student body as a whole. In the case of the Student Health Service, the satisfied majority is also a silent majority. Unfortunately, at least a few students apparently have avoided the Student Health Service solely because of opinions they heard from their peers. Of those respondents who have not used the Student Health Service for a minor medical problem or a serious medical problem (and have had such ailments), 14 and 8 percent respectively gave the following as the primary reason they have not: "I lacked confidence in the quality of health care at the Student Health Service." And almost 40 percent of the student body have at least sometimes gone to a private doctor, clinic or hospital instead of the

Student Health Service for medical care that is available at Wade MacMillan. It is clear from the written remarks of survey participants that rumors and tales about the Student Health Service have deterred some students from seeking help there.

> Since I am new to Miami this year, I was given much advice by many upperclassmen and "wise" freshmen, who informed me to be wary of any medication given to me, should I ever go to the Student Health Service. Perhaps the first thing to do would be to improve the Center's reputation on campus. I realize that these were only rumors, but I am also aware of how many people that are resistant about going to the Center because of what they have heard.
>
> Overall, I was satisfied with the treatment I received at the Health Center. Although my case was minor, I might be a little hesitant to "run to the Health Center" if my problem was more serious. This might be because of some of the comments I've heard about the Center in more serious cases.
>
> I have heard so many stories about misdiagnoses occurring at the Center. And this is probably the reason why I haven't gone this past semester. The stories are numerous and too long to go into here, but, nevertheless, they are scarey and I'm sure a lot of people feel the same as me. The stories have a great impact on my view of the Center.

3. The relatively high marks which Miami students have given to the health care at the Student Health Service were not extended, however, to the emergency room services at the McCullough-Hyde Memorial Hospital. Of the students who have used the emergency room at least once, 44 percent indicated that they were dissatisfied with the quality of the medical treatment they received there, 41 percent were satisfied, and 15 percent were neither satisfied nor dissatisfied. About one-fourth of these respondents stated that they were very dissatisfied with the medical care they got in the emergency room. Virtually all of the comments which the students wrote about the McCullough-Hyde emergency room were unfavorable to the facility--some extremely so. Characteristic of the type of remarks were the following:

> I went to the McCullough-Hyde Hospital emergency room once. I was very displeased with the treatment. The nurses made me feel like it was a crime to be there. The doctor made a diagnosis on my ankle and told me it was just a sprain. That night I received a call and they told me that instead of a sprain I had a small fracture. Overall, I was very displeased with the treatment and don't ever plan to go back there unless it is extremely necessary.
>
> My experiences at McCullough-Hyde have been very bad. When I went, there was no doctor. At one time I went with a friend who had a very serious back problem and they didn't feel it was sufficient to bring in a doctor but merely shot her up with Valium and sent her home--even though any movement caused her extreme pain.
>
> Once last year, I had to go to McCullough-Hyde Hospital when the clinic was closed. I was very disappointed in the treatment and

the attitudes of the nurses and doctor. When I arrived there, Saturday afternoon, there was only one doctor on duty in the whole hospital. I had to wait about a half hour to see him, and then when he did finally examine me, he seemed to be so apathetic about even being there. The nurses seemed to move very slow; they didn't seem to be keen, quick. Being that I only had a case of the flu, these conditions really had no effect on my health. However, some people who are seriously injured would never be administered treatment very quickly.

A friend of mine sustained a head injury which required stitches. No x-rays were taken of her head and she was released. It was later determined that she had a severe concussion and spent two weeks in the hospital. Nice job, McCullough-Hyde.

I...feel that the emergency room at McCullough-Hyde is very inadequate. The sanitary conditions are deplorable, and the doctors and nurses seem only to care how fast they can get rid of you. The Student Health Service has them beaten by a mile and a half.

The survey included a question about the quality of inpatient care and treatment at McCullough-Hyde Hospital, but only 6 percent of the respondents had experience with their service--too few to draw valid conclusions from the data, given the size of the sample.

A sizable number of those polled acknowledged that they were not familiar with certain policies and procedures pertaining to the use of the McCullough-Hyde emergency room. Nearly half of the respondents did not know that students should generally not use the emergency room when the Student Health Service is open and that patients are seen on a medical priority basis rather than as they arrive. Thirty percent (and 46% of the freshmen) were not aware that Miami students should use the McCullough-Hyde emergency room for emergency medical care when the Student Health Service is not open, and 38 percent (and 49% of the freshmen) did not know that students may be required to pay for a portion or all of the emergency room care, depending on insurance coverage and reason for treatment.

4. An overwhelming majority of Miami students is aware that the Student Health Service offers the following services: radiology, allergenic, immunizations, pharmacy, and clinical laboratory. However, nearly two-thirds of the respondents admitted that they did not know that psychiatric help was available at Wade MacMillan, almost 60 percent were not familiar with the physical therapy services, and one-third were not aware of the orthopedic and gynecological services. Not surprisingly, a smaller percentage of women (27%) and a greater proportion of freshmen (42%) did not know about the human sexuality clinic and gynecological services.

5. More than two-thirds of the student body are satisfied with the current hours of operation of the Student Health Service. Nevertheless, a majority of Miami students expressed a willingness to pay a higher health service fee to cover the expense of keeping the Student Health Service open Saturday afternoon from noon to 5 p.m. In addition, more students supported than opposed (43% to 41%) the

idea of accepting a higher health fee in exchange for additional operating hours on weekday afternoons from 4:30 to 7 p.m. Only a little more than one-fifth of the respondents acknowledged that they knew that the Student Health Service was open during the noon hour on weekdays for emergency cases.

6. A first-aid educational program sponsored by the Student Health Service would attract the definite or probable participation of more than 40 percent of the student body, according to the survey findings. A respectable proportion of respondents also suggested that they would either definitely or probably take part in a human sexuality program (28%), a weight control program (27%--and 40% of the women), nutrition counseling (22%), and family planning (18%). There was considerably less interest in programs on smoking, veneral disease control, and drug and alcohol use. Over 40 percent of those surveyed (and about half the women) stated that they would use pamphlets and other materials on health care if such items were made available to students at Wade MacMillan.

7. The results of the study showed that the Student Health Services Handbook has not attained wide readership among the student body. Only 38 percent of the respondents indicated that they had received a copy (40 percent could not remember whether they had or not). This finding varied sharply on the basis of class rank: a majority of the freshmen (54%) confirmed that they had obtained a copy of the handbook, while only 8 percent reported that they had not (38% could not recall). In contrast, almost half of the juniors and seniors did not remember whether or not they had received a booklet, and most of those who did recall stated that they had not obtained the handbook. Of those students who did remember receiving copies, only 3 percent have consulted it frequently for information or assistance--although two-thirds of the respondents indicated that they have read at least part of the book. For a number of the survey participants, a careful perusal of the handbook would be quite useful. Said one: "From doing this survey, I realized that I know little or nothing about health care services at Miami. Perhaps students should be encouraged to at least look at the Student Health Services Handbook." Another student commented, "I never used the Student Health Service, but I think I would have if I had known what all was available to me. Making more information available to the students would be helpful."

   Most of the students who are covered by Miami University Health and Accident Insurance (particularly freshmen) appear fairly uninformed about the contents of this plan. A majority of all students covered by Miami insurance (53%) and 70 percent of the freshmen admitted that they either have only a vague understanding of what is or is not covered or do not know at all. Only 5 percent of the respondents claimed to have a full understanding of their student health insurance plan.

About how many times did you use the Student Health Service last semester?

Never	37%
Once	25
Twice	20
3 to 5 times	13
More than five times	5

About how many times have you used the Student Health Service since you have been at Miami?

Never	20%
Once	15
2 to 5 times	38
6 to 10 times	14
More than ten times	14

Students were asked whether they have ever used the Student Health Service for any of the following?

	Yes	No
A minor medical problem or symptom	76%	24%
A serious medical problem or symptom	21	79
A psychological or emotional problem	9	91

Respondents who indicated that they have not used the Student Health Service for any of the preceding problems were asked to give the reason which best explains why they have not.

A minor medical problem or symptom	
I have not had a minor medical problem or symptom at Miami	46%
I prefer to see a private physician for these kinds of problems	7
I lacked confidence in the quality of health care at the Student Health Service	14
I heard that the waiting period to see a doctor at the Student Health Service was too long	4
I do not visit a doctor for minor ailments	20
I was not aware of the services provided	1
Other reason	7
A serious medical problem or symptom	
I have not had a serious medical problem or symptom at Miami	83%
I prefer to see a private physician for these kinds of problems	6
I lacked confidence in the quality of health care at the Student Health Service	8
I heard that the waiting period to see a doctor at the Student Health Service was too long	0
I was not aware of the services provided	0
Other reason	2

A psychological or emotional problem

I have not had a psychological or emotional problem at Miami	79%
I have had this kind of problem, but did not think it merited professional help	9
I prefer to obtain help from a private physician, psychologist or psychiatrist	1
I prefer to obtain help from another agency of the University (such as the Counseling Service, the Psychological Clinic or the Women's Resource Center)	3
I lacked confidence in the quality of health care at the Student Health Service	2
I was not aware of the services provided	4
Other reason	2

Have you ever gone to a private doctor, clinic or hospital instead of the Student Health Service for medical care that is available at the Student Health Service?

No, I have always gone to the Student Health Service for such care	61%
Yes, I have sometimes gone to a private source for such care	31
Yes, I have frequently gone to a private source for such care	5
Yes, I have always gone to a private source for such care	3

Are you covered by Miami University Health and Accident Insurance? (You are covered by this insurance if you paid a health service fee at the beginning of the academic year. This fee is automatic unless you sought exemption and provided proof of equivalent coverage by some other health insurance.)

Yes	38%
No	51
Do not know	11

If you are not covered by Miami University Health and Accident Insurance, what is the main reason for this?

Have other coverage	92%
Cost of the Miami insurance is too high	1
Coverage in the Miami insurance is too limited	0
Did not know that Miami offered an insurance plan	0
Did not know enough about Miami's insurance plan to make an investment	1
Other reason	6

If you are covered by Miami's health insurance, which one of the following statements best describes your understanding of this plan?

I have a full understanding of what is and what is not covered by my student health insurance	5%
I have a basic understanding of what is and what is not covered, but I am not familiar with many of the details of the plan	41
I have only a vague understanding of what is and what is not covered	30
I do not know what is and what is not covered	23

(Note: Students who had never used the Student Health Service were asked to skip those items pertaining to past experience with this facility.)

Do you have a regular physician whom you usually see at the Student Health Service?

Yes	20%
No	80

Compared to other medical facilities you have used, do you find it faster, slower, or about the same to get medical care at the Student Health Service?

Faster	27%
Slower	24
About the same	48

Respondents were asked to indicate the extent to which they agreed or disagreed with each of the following statements as they pertain to the Student Health Service.

	Strongly Agree	Agree	Disagree	Strongly Disagree
The services available have met my health needs	13%	68%	14%	4%
I have never had reason to question the competence of the health care I have received	8	43	32	17
I have been clearly informed of my medical condition	15	55	23	7
I would rather see a private physician of my choice than one in the Student Health Service	18	41	34	7
I was fully advised of the precautions, directions, and side effects of the medications prescribed to me	8	57	23	13
I have received adequate follow-up care by the staff at the Student Health Service	7	52	31	10
I seem to spend an unreasonably long period of time waiting to see a doctor	7	19	64	10
I have always followed the directions given me by the staff at the Student Health Service concerning treatment for my condition	20	63	15	2
The staff at the Student Health Service takes an individual interest in my case	5	46	37	12

Students were asked to indicate how often they have been treated courteously and professionally by each of the following staff persons in the Student Health Service (skipping those with which they have had no contact).

	Never	Seldom	Sometimes	Usually	Always
Doctors	3%	6%	16%	46%	29%
Nurses	1	8	15	44	31
Receptionists	5	19	21	37	17
Pharmacy staff	4	9	17	44	26
Laboratory staff	11	8	16	37	28
Technical/X-ray staff	9	9	20	37	24

Overall, how satisfied or dissatisfied are you with the quality of medical treatment and health care you have received at the Student Health Service?

Very satisfied	23%
Somewhat satisfied	38
Neither satisfied nor dissatisfied	16
Somewhat dissatisfied	16
Very dissatisfied	6

Completely disregarding any personal experiences which you have had at the Student Health Service, what kinds of comments have you usually heard about the Student Health Service from other students?

I have usually heard very positive comments	4%
I have usually heard somewhat positive comments	7
I have heard about an equal number of positive and negative comments	16
I have usually heard somewhat negative comments	38
I have usually heard very negative comments	29
I have not heard any comments, positive or negative	6

Respondents were asked whether they were aware that the following services are offered by the Student Health Service?

	Yes	No
Radiology (X-rays)	79%	21%
Orthopedic (care of bone, joint and muscle problems)	67	33
Allergenic	81	19
Psychiatric	35	65
Human sexuality clinic and gynecology (sex-related diseases, conditions and concerns)	68	32
Immunizations, injections and vaccinations	83	17
Physical therapy	41	59
Pharmacy	93	7
Clinical laboratory (blood and urine testing)	83	17

Students were asked to indicate whether they are likely to participate in each of the following educational programs if they were offered at the Student Health Service.

	Definitely Yes	Probably Yes	Uncertain	Probably No	Definitely No
Nutrition counseling	5%	17%	17%	43%	19%
Family planning	4	14	22	41	19
Program on smoking	3	8	9	33	47
Veneral disease control program	3	9	18	41	29
Drug and alcohol program	2	9	17	44	28
First-aid educational program	14	29	24	25	9
Weight control program	9	18	17	30	26
Human sexuality program	5	23	28	28	16

Would you like to see pamphlets and other materials on health care made available for students at the Student Health Service?

Yes, I would use such materials	42%
Yes, although I personally would not use such materials often	37
Do not care	17
No	4

Respondents were asked to indicate whether or not they would be <u>willing to pay a higher health service fee</u> for the addition of the following health services and benefits at Miami.

	Yes	No	Uncertain
Dental treatment for accidents to natural teeth	32%	51%	17%
Simple dental check-ups and examinations	31	60	8
Pre-paid prescription medicines, drugs, or supplies	24	60	16
Pre-paid vaccinations, immunizations and injections	23	61	16
Pre-paid hospital emergency room services (when not admitted to the hospital)	30	49	20
Consultation fees of specialists referred to by physician at the Student Health Service	21	59	20
Pre-paid pap tests, pregnancy tests, V.D. tests, and cultures	33	52	15

Are the hours that the Student Health Service is open adequate for your needs? (The Health Service is open weekdays from 8:00 a.m. to 11:30 a.m. and 1:00 p.m. to 4:30 p.m., Saturdays from 9:00 a.m. to noon, and Sundays from 10:00 a.m. to noon.)

Yes, very adequate	12%
Yes, adequate	57
No, inadequate	24
No, very inadequate	6

Were you aware that the Student Health Service is open during the noon hour on weekdays for emergency cases?

Yes	21%
No	79

Students were asked to indicate whether or not they would be willing to pay a higher health service fee to cover the expenses for the following additional hours of operation at the Student Health Service.

	Yes	No	Uncertain
Open earlier in the morning on weekdays (from 7:00 a.m. to 8:00 a.m.)	12%	77%	11%
Open during the noon hour on weekdays for non-emergency as well as emergency cases	35	51	14
Open later in the afternoon on weekdays (from 4:30 p.m. to 7:00 p.m.)	43	41	16
Open during the evenings on weekdays (from 7:00 p.m. to midnight)	26	56	18
Open during the afternoon on Saturdays (from noon to 5:00 p.m.)	53	34	13
Open later on Sundays (from noon to 5:00 p.m.)	36	46	18

Respondents were asked whether they were aware of each of the following as it pertains to the use of the McCullough-Hyde Memorial Hospital emergency room?

	Yes	No
If students need emergency medical care when the Student Health Service is not open, they should use the McCullough-Hyde emergency room.	70%	30%
Students should generally not use the emergency room when the Student Health Service is open.	54	46
Students may be required to pay for a portion or all of the emergency room care, depending on insurance coverage and reason for treatment.	62	38
Patients are seen on a medical priority basis rather than as they arrive	51	49

How often have you used the emergency room services at McCullough-Hyde Memorial Hospital?

Never	79%
Once	16
Twice	2
3 to 5 times	2
More than 5 times	0

If you have used the McCullough-Hyde emergency room, please indicate how satisfied or dissatisfied you are with the quality of medical treatment you received there.

Very satisfied	17%
Somewhat satisfied	24
Neither satisfied nor dissatisfied	15
Somewhat dissatisfied	19
Very dissatisfied	25

Have you ever been an inpatient at McCullough-Hyde and required to stay at least one night in the hospital?

Yes	6%
No	94

Did you receive a copy of the Student Health Service Handbook?

Yes	38%
No	22
Don't remember	40

The next two items were answered only by students who replied "Yes" to the above question.

Have you read the Student Health Service Handbook?

Yes, all of it	8%
Yes, parts of it	59
No	33

How frequently have you consulted the Student Health Service Handbook for information or assistance?

Frequently	3%
Infrequently	41
Never	56

Have you ever wanted to file a complaint about student health care at Miami?

No	79%
Yes, but I decided not to pursue the matter	12
Yes, but I did not know who to see to complain	8
Yes, and I did complain	1

Are you aware of the existence of the Student Health Services Committee?

Yes	8%
No	92

DEMOGRAPHIC DATA

Percentage and number of students in each subgroup who responded to the survey.

	Pct.	N
Sex		
Male	45%	190
Female	55	232
Local Residence Status		
Residence hall or Miami Manor	68	287
Fraternity house	11	48
Private housing off-campus or with parents or relatives in Oxford	21	87
Class Rank		
Freshman	31	133
Sophomore	23	99
Junior	22	95
Senior	19	81
Graduate Student	4	15

This report is a condensation and interpretation of the complete set of data that resulted from the survey. For additional information about the survey or for a further breakdown of the findings on the basis of the respondents' demographic characteristics, contact Michael Keller, Coordinator of the Student Life Research Service, at 109 Warfield Hall or 529-4731.